

Water Service Information
Service Start Date: _____

Ownership: ☐ Own ☐ Rent* ☐ Property Manager* Foreclosed/HUD/Short Sale
*Signed Rental or Lease Agreement is Required. ☐ Yes ☐ No

Water is: ☐ On ☐ Off

Service Address: _____
Address City State Zip

Mailing Address: _____
Address City State Zip

Do you presently have/had water/wastewater services with the City of Rio Rancho? If so, what address?

Address City State Zip

Is this address to be terminated? ☐ Yes ☐ No If yes, what date? _____

Applicant Information

Applicant Name: _____ Co-Applicant Name: _____
Phone: _____ Phone: _____
Employer: _____ Employer: _____
Work Phone: _____ Work Phone: _____
Social Security #: _____ Social Security #: _____
Birth Date: _____ Birth Date: _____
Driver's License #: _____ Driver's License #: _____

Emergency Contact

Name: _____ Phone: _____

Ordinances

Section 41.5	The City of Rio Rancho utilizes an Identity Theft Prevention Program that will identify, detect, mitigate, and update Red Flags that signal the possibility of identity theft in connection with the new or existing accounts. We require a copy of one of the following – a valid Driver's License, valid State ID, or valid Passport with all applications.
Section 51.04A	Connection Charge: All new accounts will be assessed an administrative fee of forty-five (\$45.00) dollars.
Section 51.05D and Section 51.12D	All customers shall be given at least twenty-one calendar days from the date of rendition of a bill for payment in full before the bill is deemed delinquent. A late fee will be assessed that is a percent of the amount owed. A delinquency charge per month, which accrues daily, will be assessed on any amount, which remains unpaid after the due date.
Section 51.05H	Returned Check Charge: "The utility shall assess a returned check charge in the event of the customer's check or bank draft is returned." Fee is twenty-five (\$25.00) dollars.
Section 51.06	Security Deposit – Guarantees of Payment: A deposit of one hundred (\$100.00) dollars may be required even if a letter of reference is provided from another utility company, and/or if a Social Security number, and/or the Valid ID, and/or Identity Theft Prevention Program flags the account as a risk.
Section 51.09K	Reconnection Charge: Any customer whose service is involuntarily disconnected will be required to pay a reconnection fee in addition to all other fees and charges before being reconnected to the utility. Fee is forty-five (\$45.00) dollars.

Acknowledgement and Signature

By signing this application I agree to the Terms and Conditions noted and covered under the Public Works Water and Wastewater Rules and Rates.

Applicant Signature: _____ Date: _____

Co-Applicant Signature: _____ Date: _____

Applicant's last 4 digits of Valid ID: _____ Co-Applicant's last 4 digits of Valid ID: _____

FOR DEPARTMENT USE ONLY

Completed By: _____ Date: _____ Work Order #: _____

Revised: July 2016 • Phone: (505) 891-5020 • Fax: (505) 891-5204 • Email: UtilityCustomerService@rrnm.gov